



UNITED STATES PATENT AND TRADEMARK OFFICE

UNITED STATES DEPARTMENT OF COMMERCE
United States Patent and Trademark Office
Address: COMMISSIONER FOR PATENTS
P.O. Box 1450
Alexandria, Virginia 22313-1450
www.uspto.gov

APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
10/610,486	06/30/2003	Eric J. Horvitz	MS303530.1 / MSFTP471US	5347
27195	7590	10/20/2008	EXAMINER	
AMIN, TUROCY & CALVIN, LLP			ADDY, THJUAN KNOWLIN	
127 Public Square			ART UNIT	PAPER NUMBER
57th Floor, Key Tower				2614
CLEVELAND, OH 44114				
			NOTIFICATION DATE	DELIVERY MODE
			10/20/2008	ELECTRONIC

Please find below and/or attached an Office communication concerning this application or proceeding.

The time period for reply, if any, is set in the attached communication.

Notice of the Office communication was sent electronically on above-indicated "Notification Date" to the following e-mail address(es):

docket1@thepatentattorneys.com
hholmes@thepatentattorneys.com
lpasterchek@thepatentattorneys.com

Response to Arguments and Amendment

1. Applicant's arguments filed 09/25/2008 have been fully considered but they are not persuasive.
2. In regards to claim 1, Applicants argue that Joseph, Bala, and Holt, alone or in combination, fail to disclose or suggest a sequence of system actions from the incoming call as compared to system actions of one or more previous calls and is re-determined **for the incoming call** after the occurrence of each system action from the incoming call. In regards to claim 19, Applicants state that Joseph, Bala, and Holt, when taken alone or in combination, fail to teach or suggest a system that facilitates call routing where the probability of success **of the call** is re-determined after each system action. In regards to claim 20, Applicants further argue that Joseph, Bala, and Holt, when taken alone or in combination, fail to teach or suggest a method for automatically routing calls including employing probability to determine likelihood of success in automatically directing a call to an organization member, the likelihood of success determined based in part on a sequence of system actions from the call as related to the utility model and is re-determined after the occurrence of each system action **of the call** according to the utility model.
3. Applicants' arguments regarding claims 1, 19, and 20 are directed to amendments made to the claims after the Final Rejection. Therefore, further consideration and/or search are required by Examiner.